

**Minutes of Meeting of the FCHS Board
held at 6.30pm on Tuesday 16th January 2018**

Attendees	Role
Teddy Amoyaw (TA)	Chair
Ina Negoita (IN)	Board Member
Jon Harford (JH)	FCHS Estate Manager
Tim Gadd(TG)	Treasurer
Maeve Campbell	TMI Monitor Southwark
Christine Nicholls (CN)	Secretary
Vanessa Shone (VS)	Board Member
Helen Cadwallader	Vice Chair
Victoria Maduaka	FCHS Service Improvement Manager

No	Agenda Item	Action
1	Welcome by the Chair	
2	Apologies and Attendance monitor Apologies for lateness: IN	
3	Declarations of interest CN pointed out the FCHS Code of Conduct quoting clause 11. Committee members must declare conflict of interest at the start of the meeting. None declared	
4	Governance	
4.1	a) Code of conduct CN pointed to the Code of Conduct quoting section 4. The document is available for members to refer to during the meeting as required.	TA , VS
4.2	b) Audit skills forms for year-end 2018 Action: Audit skills forms are to be completed and returned to CN in one month	TA, VS
4.3	c) Declaration of Interests forms for year-end 2018	

	Action: Declaration of Interest forms are to be completed and returned to CN in one month	TA ,VS
5	Minutes of Management meeting held on 19th September 2017 The minutes were read and agreed as a true representation Action: Minutes to be signed by the Chair	Chair
6	Matters arising Action: Minutes of AGM to be put on Committee's agenda prior to GM and AGM meetings	JH, CN
7	AGM 2017 The questions raised during the 2017 AGM were read through	
7.1	Mice problems in Devon Mansions has been addressed	
7.2	Residents asked for the reasons for the delay for the start of the major works on St John's Estate and Coxson Way. Southwark Council held a drop-in for the residents in January 2018 to explain the reasons for the delay and to give an update on the next step	
7.3	Windows in Devon Mansions: the repair has been completed	
7.4	Fob keys: a member of staff will purchase a fob key from Timpson and will use it to open security doors. If the fob key works which it should not as fob keys are specifically programmed before being issued, JH will report the problem to the Council	
8	Report back from Council and other meetings	
8.1	a) Southwark Tenant Management	

	<p>organization Next meeting is the AGM on 17/01/2018</p> <p>8.2 b) Home Owner Council IN attended the meeting. HOC had made requests that specs and cost are sought for an appropriate insurance expert to review and appraise the “Southwark Council Insurance Tender 2018 – Leasehold and Ancillary Properties Building Insurance” tender documents to ensure the Homeowners interests are correctly observed and protected both from an insurance and a value for money point of view. This expert advice was discussed and challenged as the members expressed views that there was a discrepancy between the proposed insurance cover and the property market value. There will be a second AGM as it transpired that some members who had voted at the AGM did not have the right to vote.</p> <p>8.3 c) Riverside Ward Panel VS attended the meeting Problems with individuals riding mopeds and stealing valuable from pedestrians Groups of people targeting individuals with card tricks and stealing their valuables Homeless people in Tooley Street: recently a homeless person died The solutions are: To remind everyone to remain vigilant and to keep reporting if they have been the victim of a crime</p> <p>TA reported that he has received a warning on What ‘s App about a new scam. People introducing themselves as “Home Affair” are knocking on doors pretending personal information to update the electoral roll and asking for personal information.</p> <p>Action: TA will pass the exact details of the</p>	
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<p>8.4</p>	<p>scam to JH and this information will be posted on the TMO website to alert residents</p> <p>d) Potter’s Field Park Management Trust</p> <p>HC attended the meeting.</p> <p>No change in the management of “Boys on bike” Potter’s Field Management agreed that the long-term solution is a complex multi-agency approach to include youth worker, social workers, police and local organizations It was suggested to report this problem to the Mayor as this is London wide problem.</p> <p>Potters Fields management has approached the owners of the Ivy restaurant about the erection of a separate unauthorized entrance.</p> <p>The Bridge Theatre: The view is that the lights of the theatre shine brightly on the park to the point of making the entrance of the theatre the focus of that space. The issue of ownership of the space has been raised with the management of the theatre. JH said that he had written to the management of the theatre to invite them to attend a Committee meeting but he has not received a response.</p> <p>Survey of the vertical gardens will be undertaken shortly and feedback will be given to the TMO</p>	<p>JH</p>
<p>9</p> <p>9.1</p> <p>9.2</p>	<p>Finance Report</p> <p>a) Management account</p> <p>TMO has contributed to the cost of the scaffolding for the repairs done to the flue pipes</p> <p>Staff related costs are over budget due to the TMO taken on permanent contracts for staff.</p> <p>b) Procurement</p>	

<p>9.3</p>	<p>Devon Mansions decoration works TMO is waiting for the results of the Southwark structural survey before going ahead. The survey will examine the extensive cracking on top of doors which is likely to be due to corrosion of metal works and not due to structural movement. JH has asked Southwark to prioritize the survey on blocks 4-7 because the TMO is due to carry out decorations. Assurance was given that the survey will address the water ingress on top of the buildings</p> <p>Actions: JH to produce a list of the planned decorations with a list of suggestions to include pros and cons.</p>	<p>JH</p>
<p>9.4</p>	<p>Utility rooms The use of the utility rooms is discussed at this meeting because the matter was raised at an AGM and JH has received an inquiry.</p> <p>The refurbishment of the utility rooms was originally thought out so bikes could be stored</p> <p>JH has distributed the Blakeney Leigh 2014 feasibility report detailing the cost of the refurbishment. JH has written a report to Committee members giving the purpose, background factors for consideration and recommendations. In brief, in making the decision, the Committee members heard the following: The cost of the refurbishment is likely to come around £100K without taking into consideration the management requirements. Only 10% of Devon Mansions residents could potentially use the rooms representing 5% of all the resident's population making this project unjustifiable in terms of cost versus and population ratio</p> <p>Recovery of the cost would take the TMO at 6 years before factoring in management costs.</p>	

	<p>Allowing residents access to the refurbished areas would introduce an element of risks and staff would have to undertake periodic inspection</p> <p>The members heard that the drying rooms are currently locked and made safe, clear of items combustible or otherwise.</p> <p>Vote What is the Board 's recommendation on the future of the drying rooms? TG proposed the motion that based on the information received the drying rooms must be kept locked and secured with no work undertaken. HC seconded the motion. By a show of hands, the Board agrees unanimously with the motion. (6)</p> <p>Action: Business plan to address the issue of bikes storage. Government grants are available and this solution should be explored</p>	<p>JH</p>
<p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p>	<p>JH presented the FCHS KPI Report 2017/18.</p> <p>Budgeted expenditure: TMO is meeting the KPI Action: JH to check the accuracy of the figure for "Actual expenditure in Quarter 3 "</p> <p>Number of repairs: The TMO is meeting its KPI</p> <p>"In Driving Seat "Training is still not available. This has left a gap as "In Driving Seat "content was tailored to the needs of the committee members and was easily accessible. Action: MC to feedback to the Council that this training meets the requirement of all the TMO board members</p> <p>MC is responsible for monitoring complaints, a change from before.</p>	<p>JH</p> <p>MC</p>

	<p>MC reports an increase in the number of complaints from FCHS residents (up to 2 per week) being made directly to the Council. Those residents who contact the Council are asked if they have contacted the TMO and if not they are redirected to the TMO. If yes, the Council deals with the complaints. Complaints are mostly about repairs.</p> <p>Actions: MC will check how many complaints were coming through and how they were addressed before the change.</p> <p>JH will investigate that all FCHS staff follow up the FCHS complaints procedure, log all complaints using a number and give a logging number to the person making the complaint.</p> <p>10.5 The arrears are increasing as residents are feeling the impact of universal credit One “non-authorized occupier” matter being dealt with by the council was handed back to the TMO. This has resulted in further increase in total actual arrears in Q3. JH asks for MC to take this matter into consideration when monitoring the TMO performance.</p> <p>For all the above reasons, the TMO may not reach the rent collection target of 98% this year.</p> <p>Action To obtain data on the Council’s performance data on arrears and compare with TMO’s performance</p>	<p>MC</p> <p>JH</p> <p>JH</p>
<p>11</p> <p>11.1</p>	<p>Business planning</p> <p>Resident survey Residents have been asked to complete the survey by 31/01/2018. Deadline is likely to be extended</p>	

	JH will contact a university to analyze the data, possibly the South Bank University.	
11.2	<p>Negotiation over the MMA</p> <p>Actions: JH to circulate the MMA and the 2013 Council's Generic MMA to Board members</p> <p>Board members to read the documents MMA on the agenda at meeting in February</p>	<p>JH</p> <p>Board</p>
12	<p>Health and safety</p> <p>Nothing to report</p>	
13	AOB	
13.1	<p>VS attended the Bermondsey Council Forum</p> <p>The announcement of the final decision on 3 of the 5 applications for funding presented at the Bermondsey and Rotherhithe Community Council in November is delayed. The final decision on those 3 bids will be now be announced in March 2018 instead of January 2018</p> <p>Management of air pollution: Traffic management will order their patrol to ask drivers to turn off their engine when stationary.</p>	
13.2	<p>General Data Protection Regulations (GDPR) is new legislation being introduced:</p> <p>Action: item for the agenda in February 2018</p>	JH
	<p>There being no further business, the meeting closed at 8.45 pm</p> <p>Date of next Board Meeting: 20th February 2018</p>	All